

QUALITY of SERVICE INDICATORS

Domain: Health	
Number of people with pressure sores.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Number of people with diagnosed Aspiration Pneumonia.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Number of people with unplanned weight change.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Domain: Behavioral	
Number of applications of restrictive interventions utilized.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Number of individuals on two or more medications for behavioral modification from the same therapeutic category in use for more than three months.	Baseline: October 2002. Data to QA: Quarterly from 3/2003 onwards.
Number of individuals on any three or more medications for behavior modification from the same or different therapeutic categories for more than six months.	Baseline: October 2002. Data to QA: Quarterly from 3/2003 onwards.
Number of individuals on a medication for behavior modification that exceeds the facility maximum dose as indicated in Pharmacy Procedure # 30.	Baseline: October 2002. Data to QA: Quarterly from 3/2003 onwards.
Number of individuals on short-acting sedative-hypnotic (e.g., zolpidem) for more than seven consecutive days.	Verbal Info.: Quarterly.
Domain: Client Protection	
Number of instances resulting in a fracture.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.

Number of instances where a laceration requires sutures.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Number of allegations of abuse.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Number of injuries of unknown origin.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Number of consumer to consumer with injuries.	Baseline: 2002 – Done. Data to QA: Monthly from 1/2003 onwards.
Domain: Supports	
Number of consumer training objective (facility-wide).	Baseline: October, November, December 02 – Done. # objectives / # of IPPs. NF & ICF separated. Data to QA: Quarterly 1/2003 onwards.
Number of pending clinic appointments— (Psych, Neurology, Eye & Gynecology).	In process.
Quality of IPPs based on needs/strengths as rated on an Audit Tool Indicator.	No baseline for this outcome. Data to QA: Quarterly. Due: 7/2003 for the quarter beginning 4/2003.
Number of direct services and treatments per consumer per month by PM&R.	Baseline: January, February, March 2003. Data to QA: Monthly from 4/2003 onwards.